# **CRUISE**

#### Thursday 8 August 2013

# CLIA UK river cruise event opens up

For the first time, Australian agents are invited to this year's Europe River Cruise Extravaganza.

**THE** global union between cruise organisations has created a new opportunity for Australian and New Zealand travel agents to attend an annual conference hosted by CLIA UK in Germany.



Cruise Lines International Association Australasia was this week allocated limited spaces for agent members to attend the twoday Europe River Cruise Extravaganza, to be held in Cologne on 17-18 Nov.

The event includes one night onboard a river vessel, conference sessions, a trade show and inspections of other ships.

"European river cruising has grown strongly in recent years so this is a great opportunity for agents to learn more about the market, experience a number of different vessels firsthand and network with operators and agents from the UK," said CLIA Australasia general manager Brett Jardine.

He said the invitation demonstrated the benefits of the collaboration now occurring between cruise bodies around the world, after uniting under the CLIA umbrella last Dec.

"Agents should be making the most of any opportunity to boost their understanding of the market and build their cruise business," Jardine added.

For more info about attending the conference, email Amanda info@cruising.org.au.

#### Pacific Pearl moved to OPT

**EARLIER** this week, passengers boarded *Pacific Pearl* at Sydney's Overseas Passenger Terminal instead of its allocated berth at White Bay due to "expected strong winds".

A P&O spokesperson told *CW* that White Bay "is no different from Barangaroo" where operations were sometimes disrupted by prevailing wind conditions.

Sydney Ports spokesman Bob de la Lande said White Bay was equipped with all necessary storm moorings and "can and has already" safely berthed cruise ships in high winds.

"On this occasion, the ship's captain requested to berth at the OPT and, as it was available, Sydney Ports was happy to comply."

Loaded with cruise news Today's CW features three news pages and a page of cruise jobs from AA Appointments.

#### **Cruise crimes now reported**

**ROYAL** Caribbean International, Norwegian Cruise Line and Carnival Corporation have started posting statistics on its US websites about the number of crimes reported on ships.

Whilst the figures are hardly alarming, the reporting of this information comes in advance of a new law being introduced in the United States by West Virginia Democrat Senator John D Rockefeller IV.

Senator Rockefeller said his bill called for the introduction of a toll-free phone line for any complaints to be reported, among other things.





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# CRUSE News Wiews...

Brett Jardine - General Manager

# Who is Un-Cruise?

**OUR** latest Member Line is Seattle-based Un-Cruise Adventures. Unconventional and Uncompromising is how Un-Cruise perceives the delivery of their product.

Why "Un-Cruise" – it's pretty simple really. When you have a niche that is very different to what is traditional, you need to be able to get this message out loud and clear.

"Once you step on board, you'll understand immediately. It's the casual nature. It's nature itself. It's the rare encounter. It's the attentive service, the fellowship, the extraordinary sense of place. It's all these things & so much more.

Built on a reputation of quality and experience, each Un-Cruise Adventure features flexible voyages designed to satisfy your adventurous nature".

Creating an unbeatable balance between exploration and relaxation in inspiring places is what Un-Cruise does best.

Whether you're traveling solo, with a companion, as a family or with a group sharing a common interest, Un-Cruise Adventures deliver encounters that strive to uncover hidden worlds and provide guests with an in-depth learning experience.

The small vessels operated by Un-Cruise ensure unparalleled access to wilderness areas ideal for viewing wildlife, exploration by skiff (kayak), active adventure and relaxation.

Add to this the relationships that are also developed in local communities and your clients now have the ultimate active, close-up cultural experience that many travellers can only dream of encountering.

# **Oceania Cruises to refurbish fleet**

*Regatta, Nautica* and *Insignia* will be upgraded next year to match up to the standards of *Marina* and *Riviera*.

**THE** three 684-pax ships, scheduled for a six-week drydock from 24 Apr next year, are set to receive a \$50 million upgrade as part of the largest refurbishment program in the company's history.

Insignia, which returns to the fleet in 2014 after a two-year charter, *Regatta* and *Nautica* are the line's oldest R-Class ships.

Planned improvements include redecorating the cabins and public rooms in the colours and décor found on the newer *Marina* and *Riviera*, and the addition of the popular Baristas café, serving complimentary speciality coffees, croissants, biscotti and finger sandwiches.

The Terrace Café will be completely updated with a new grill for steak and lobster dinners, the Grand Dining Room and Toscana restaurant will be expanded with more tables for two, the ships' show lounges will be completely refurbished and Martinis will be outfitted with new furniture.

Elsewhere, the Owner's and Vista suites will receive new bathrooms including oversized showers and new vanities, and original artwork has been commissioned to be placed inside all

#### Free flights promo extended

**POPULAR** passenger take-up of Azamara Club Cruises' free return flights offer has seen the offer extended to a 31 Aug expiry.

Bookings of an Oceanview Stateroom of higher on selected Asian voyages departing in 2013 and 2014 are eligible for the offer. For more information and a list of voyages

eligible for the offer, **CLICK HERE**.

of the staterooms.

The ships' only indoor smoking area, located in the Horizons observation lounge, will also be completely enclosed with glass and a stateof-the-art air filtration system.

Lastly, the ships' show lounges are due for a revamp, and the Canyon Ranch SpaClub will receive new steam rooms and changing rooms.

"This refurbishment program is an incredible undertaking but we are excited by the opportunity to bring some of the best features of our O-Class ships to *Regatta*, *Insignia* and *Nautica*," said Kunal Kamlani, president of Oceania Cruises.

"This will ensure a consistent experience across the fleet."

The renovated *Insignia* will return for regular sailings on 8 May 2014, starting in Barcelona with a seven-day Jewels of Europe cruise - the first cruise after a two-year charter.

*Nautica* will resume in Rome on 6 May and *Regatta* on 7 Jun in Vancouver and Alaska.

#### RCI's Quantum taking shape

**PHYSICAL** construction has now commenced on Royal Caribbean International's newest ship, with the keel-laying ceremony for *Quantum of the Seas* taking place late last week at the Meyer Werft shipyard in Germany.

The revolutionary 4,180 passenger vessel is due for completion towards the end of next year, with sister-ship *Anthem of the Seas* following suit approximately one year later.

Speaking of Anthem, steel cutting has begun for the second of the Quantum-class ships. **CLICK HERE** for a video from the ceremony. **MEANWHILE**, Royal Caribbean's latest Flagship sale is nearing its conclusion, running three more days until midnight this Sat 10 Aug. Stateroom discounts, onboard credit and reduced deposits offers are also available.





New AmaPrima christened

**DANCERS,** singers, stilt walkers, musicians and other local performers provided great fanfare as the newest river cruise vessel from APT and partner line AmaWaterways - the *AmaPrima* - was christened in the German town of Vilsofhen.

Serving as the ship's honourary Godmother was Valerie Wilson, founder and CEO of New York City-based Valerie Wilson Travel Inc, with *AmaPrima* - sister vessel to the *AmaCerto* offering staterooms of up to 350sq-feet in size.

The ceremony included a special blessing of the ship by a local pastor, while the Vilsofhen fire department sprayed water in its honour.

Among the highlights of the 164ft *AmaPrima* are twin balconies, an exclusive feature of APT and AmaWaterways vessels.



## Brochure Spotlight

Avalon Waterways has released a new mini-brochure detailing 12 exotic itineraries around the world. If you're looking for a luxurious way to discover rivers such as the Yangtze, Mekong, Amazon, Nile and



Mississippi, or explore the waters around the Galápagos Islands, this brochure is a must have. Included is the 11-day Peruvian itinerary, travelling from Lima to the Inca Empire, and introducing the *Aria*, a contemporary 16-suite ship, offering a 3-night cruise of the Peruvian Amazon, priced at \$6099ppts.

Earlybird discounts of \$300 per couple are obtainable for all available 2014 World Collection cruises booked by Sep 30. Further savings for early payments, additional tour bookings and Journey's Club repeat travellers are also available. More details at www.avalonwaterways.com.au.

#### Mrs Arison to name Sunshine

**CARNIVAL** Sunshine, which recently returned to service following a US\$100m renovation, will be officially rechristened by Lin Arison, the wife of Carnival Cruise Lines' late founder Ted Arison.

Arison also served as the Godmother to the ship in its former life as *Carnival Destiny* when it first rolled out of the shipyards in 1996.

In addition to playing Godmother to the line's very first vessel *Mardi Gras* in 1972 and the *Carnival Holiday* in 1985, the naming will further enshrine Arison as the only person to have been Godmother to three separate Carnival ships.

"Carnival Sunshine's transformation was nothing short of spectacular and we wanted someone as special as Lin, who has a deep connection with Carnival Cruise Lines, to serve as godmother," Carnival president and CEO Gerry Cahill commented.

#### **Biggest NZ cruise season ever**

**CRUISE** passenger arrivals grew 21.6% yearon-year during the 2012-13 season, resulting in a a 7.3% economic boost, official statistics released by Cruise New Zealand show.

Total arrivals surpassed 200,000 for the year, which amounted to a NZ\$310 million injection into the national coffers, the figures reveal.

American arrivals grew by 17% & comprised the highest number of passengers entering or departing the country via air after having arrived or departed on a cruise, however Australians still made up the lion's share of overall passengers at 53% of the market.

Over the season, New Zealand welcomed 37 ships & facilitated 763 days in ports nationwide.

#### Between a lock & a hard place

**AMAWATERWAYS** vessel *AmaDagio* has been winched out of a lock by a crane after becoming stuck in a regional part of France. According to *CruiseCritic*, the ship, along with a cargo vessel, became stuck in the lock located between Avignon and Touron, with all passengers disembarked and accommodated in local hotels while the situation was rectified. PORTHOLE

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**MSC** Cruises is continuing its baseball themed cruises during the upcoming year, launching a special Legends of Baseball series of Caribbean sailings on the *MSC Divina* in the 2013-14 year.

The vessel is now operating sailings to the region year-round from its new Miami base.

Former New York Yankees pitcher Stan Bahnsen will serve as host and MC for onboard activities during the cruises, which will feature icons of the game from numerous teams.

Free autograph sessions will be among the activities hosted during the cruises, with a changing lineup of players set to take part.

Other games hosted will include player hosted baseball trivia games, pitching contests and hitting, base running and fielding clinics.

#### **New South Sea Sales Manager**

LAUREN Mossop has been promoted to the role of sales manager for South Sea Cruises, Blue Lagoon Cruises, Awesome Adventures and Vinaka Fiji Volunteering, starting 20 Aug.

To be based in Fiji, Mossop ascends to the role from her Australia-based position as director of sales for Blue Lagoon Cruises, a position she has held since 2009.

#### New ACL Mississippi itinerary

**AMERICAN** Cruise Lines has launched a new 14-night voyage along the Mississippi River which will be sold at a 10-night price.

Scheduled to depart on 26 Oct, the sailing is to be operated by the *Queen of the Mississippi* vessel travelling from the upper parts of the river through to Memphis, Tennessee.

See www.americancruiselines.com for more details on pricing and stateroom availability.

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### TIME FOR A CHANGE? CRUISE INTO AA APPOINTMENTS FOR THESE GREAT ROLES!

#### CRUISE INTO A NEW CAREER ONLINE CRUISE CONSULTANT SYDNEY - SALARY PACKAGE UP TO \$55K

This award winning online cruise wholesaler is looking for a talented consultant to join their friendly team. Work for a family owned company that prides itself on staff development and career progression. Great offices based in the CBD; close to transport and shopping. Book worldwide cruises and have the opportunity for some amazing educationals. If you have 2 years retail/wholesale travel experience and a passion for cruising, apply for today.

#### WORK FOR A LUXURY CRUISE LINE CRUISE TRAVEL CONSULTANT SYDNEY - SALARY PACKAGE \$50K

Are you a cruise buff with a talent for providing exceptional customer service? Our client is a well known and loved, luxury cruise line. They are currently searching for a talented retail travel consultant to join their CBD team. As a Cruise Consultant you will be handling inbound calls from direct clients and some agents, selling cruise, flights and accommodation worldwide. Apply today if you have 2 years retail travel experience, cruise experience & GDS skills.

#### GRAB YOUR SEA LEGS LEISURE & CRUISE TRAVEL CONSULTANT MELBOURNE (CITY) - SALARY PACKAGE \$60K+ (DOE)

This privately owned travel agency located in Melbourne's city centre, is seeking a senior travel professional with strong cruise knowledge. If you have a minimum 4 years retail travel consulting experience & are knowledgeable across various cruise lines, this could be your chance to secure a Monday to Friday role in a professional office with limited walk ins. Set salary on offer together with a mature and professional team environment and great business hours.

#### TURN OVER A NEW LEAF WHOLESALE CRUISE CONSULTANTS BRISBANE CBD – \$55K OTE

Retail travel consultants – this is your chance to leave the retail travel world behind and join a leading wholesaler in their CBD based team. Handling phone and email enquiries from travel agents you'll enjoy the fast paced nature of this role as you sell a range of cruiselines and pre & post arrangements. Free cruises, travel discounts, top training, superb \$\$ and career progression are just the start of the benefits on offer. Turn over a new leaf and apply today!

#### SHIPS AHOY CRUISE RESERVATIONS ROLE SYDNEY - SALARY PACKAGE UP TO \$45K

Work for a fantastic global cruise company selling their high end luxury brands. This company offers an excellent training program and career progression. Being a global company your career options are endless. This role offers ship excursions, fantastic educationals and discounted travel. You could be cruising around the world in no time. If you have 2 years retail/wholesale travel experience, a passion for cruising and want to move in to a great role, apply now!

#### CRUISE INTO THE SUNSET RETAIL CRUISE CONSULTANT SYDNEY - SALARY UP TO \$70K OTE

Do you have a passion for selling cruises on a daily basis? This is the perfect role for you. Work for a global company in one of their retail stores specializing in cruising. Sell all cruises worldwide and any FIT arrangement to go along with the cruise. No two days will be the same in this role and if you enjoy a fast paced environment, this is the role for you. Do you have 2 years retail travel experience, strong GDS skills and a passion for selling cruising? Apply today for this role.

#### AHOY THERE, JUMP ON BOARD! CRUISE TRAVEL SPECIALISTS MELBOURNE (VARIOUS) - SALARY PACKAGE \$65K (OTE)

Prefer cruising to touring? Why not become a cruise travel specialist and you could be selling everything from P&O to Cunard and beyond daily! With various locations that would surely work for you, this global travel company is seeking a number of experienced retail travel consultants that are looking to specialise in cruise and join their growing sector! A minimum 2 years international travel consulting experience required, with solid cruise knowledge.

#### ESCAPE FACE TO FACE LEISURE CRUISE SPECIALISTS BRISBANE CBD – UP TO \$48K PKG + INCENTIVES

Are you ready for your next challenge in retail travel? Then check out this hot new role. We are currently looking for experienced travel consultants with superb cruise knowledge to jump in and join this growing boutique agency. Located in the heart of the city you'll sell a range of international and domestic products whilst earning a strong salary package + achievable incentives. All you need is a proven sales ability and a positive attitude.

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